

July 1, 2010

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
POLICE DISPATCH ADMINISTRATOR - 1195

Definition:

Under general supervision, to supervise the operations of a Police Dispatch Center; performs human resources and operational planning duties; and manages the more complex calls involving other law enforcement agencies; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Plans, assigns, and reviews the work of Police Dispatch Supervisors;
- Confers with management and other Department officials in operational planning and the solution of personnel, administrative, fiscal and organizational problems;
- Analyzes and forecasts trends in calls for service;
- Coordinates efforts with, and acts as a liaison to, other law enforcement and emergency service agencies;
- Investigates and resolves complaints regarding subordinate performance and service levels;
- Determines staffing, equipment, and workspace needs;
- Prepares output measures and management reports;
- Oversees the selection, operation, and maintenance of dispatch-related equipment.
- Reviews and develops policy and procedures for the dispatch center;
- Coordinates the hiring process for interviewing, selecting, and training new employees.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

Three years of full-time supervisory experience in a Police or Fire "911" Center; **OR** two years full-time supervisory experience in a Police or Fire "911" Center **and** one year of full-time Lead Dispatcher experience in a Police or Fire "911" Center.

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.